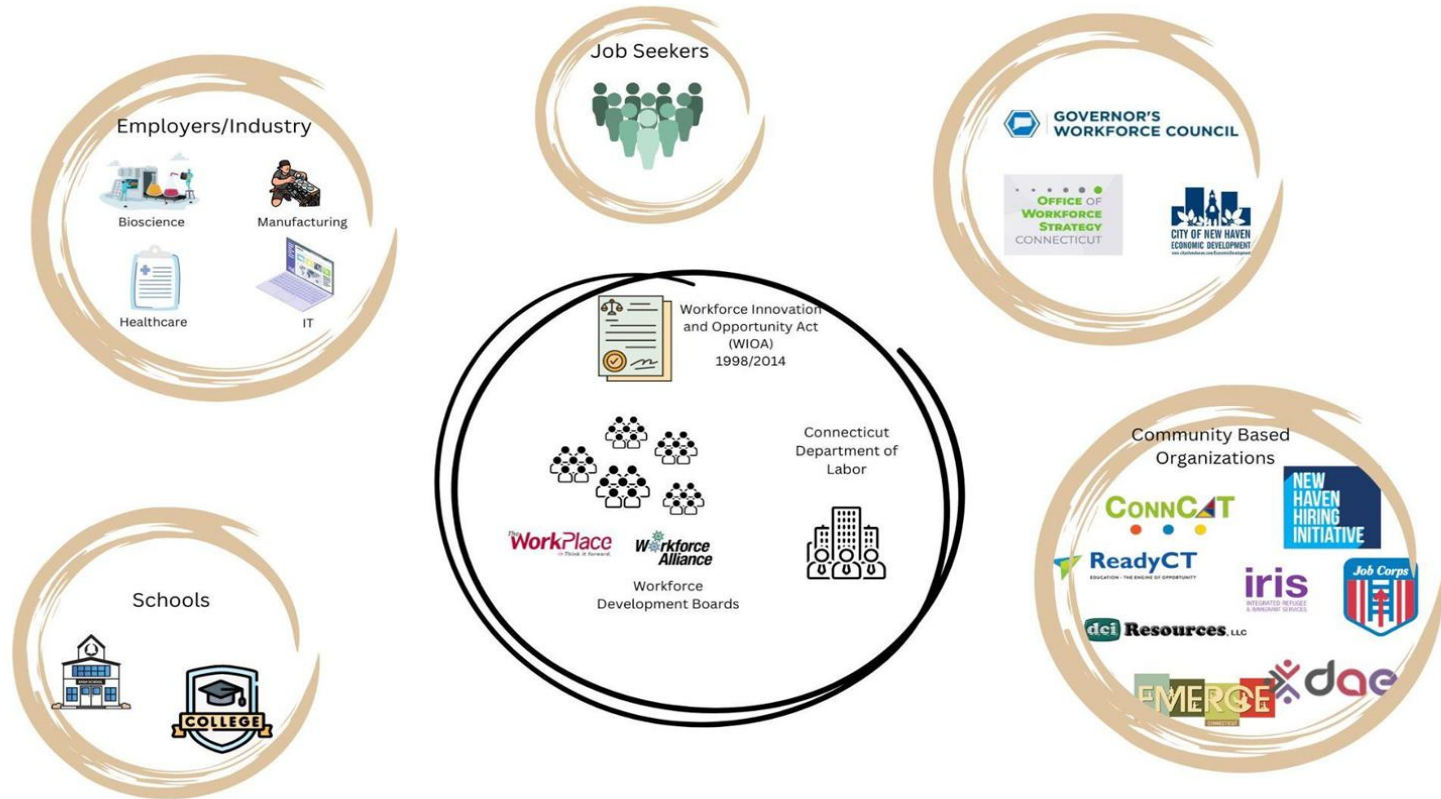


REGIONAL LABOR MARKET ANALYSIS

Greater New Haven and The Valley Region
June 2023



CONNECTICUT'S WORKFORCE DEVELOPMENT ECOSYSTEM



CONTRIBUTORS

This report is a collaboration between The Community Foundation for Greater New Haven, Valley Community Foundation, the Regional Labor Market Analysis Advisory Committee, and Blakely Consulting.

In addition, many workforce development stakeholders, community-based organizations, and job seekers offered their expertise and experiences to provide a robust report on the state of the labor market within the Greater New Haven and Valley Regions from January to June 2023.

We are grateful to everyone who contributed to this report.

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Findings in this report are efforts of the team at Blakely Consulting:

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REPORT OVERVIEW

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Labor Market Scan

Literature Review

Statewide & labor market data for Greater New Haven and The Valley

Labor market data from the perspectives of race and gender

Part Two

Growth Industries and Occupations

Matrix of target occupations within Healthcare
Bioscience
IT
Manufacturing

Matrix of industries in the Greater New Haven and Valley regions

Part Three

Barriers and Opportunities

6 Listening sessions with jobseekers

31 Stakeholder Interviews

Part Four

Promising Practices

3 Case Studies highlighting innovative programs, companies & partnerships

Part Five

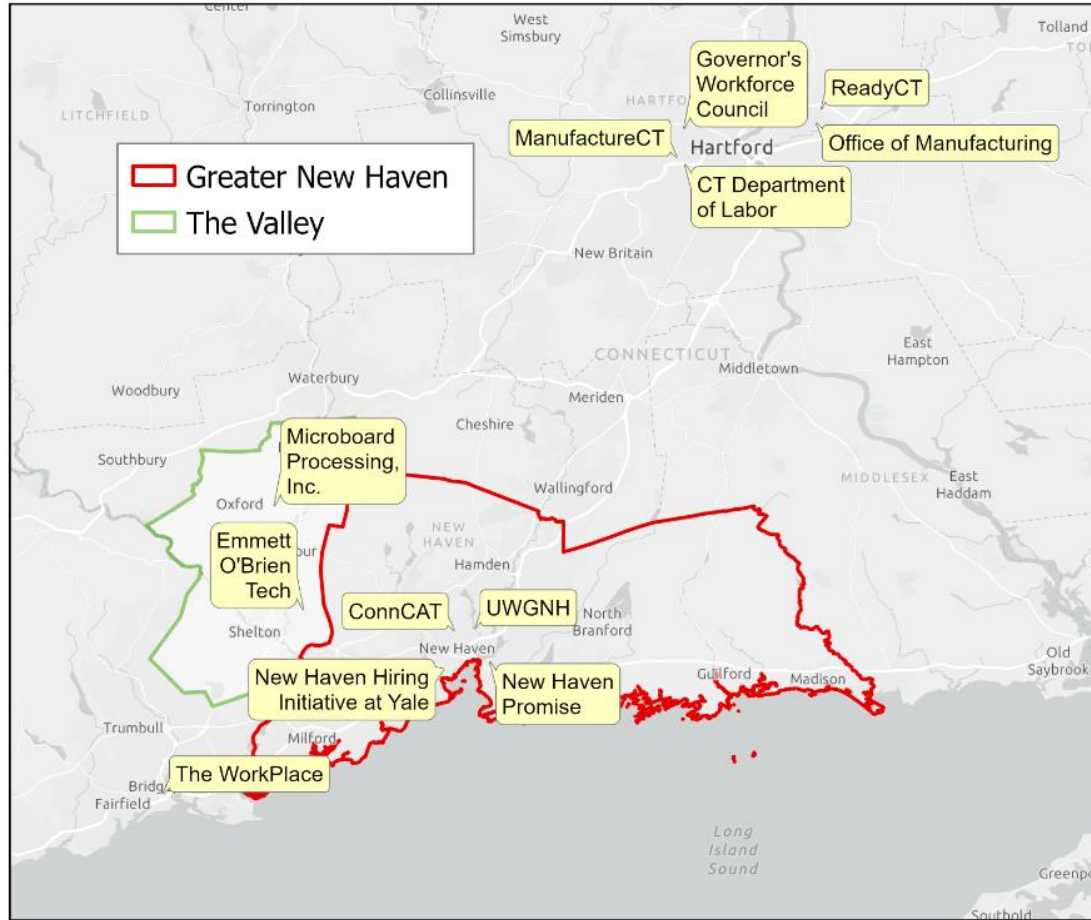
Tracking Progress

Population metrics using American Community Survey (ACS) and Demecon Data

LABOR MARKET SCAN

PART ONE

GEOGRAPHIC FOOTPRINT OF REGIONAL LABOR MARKET ANALYSIS



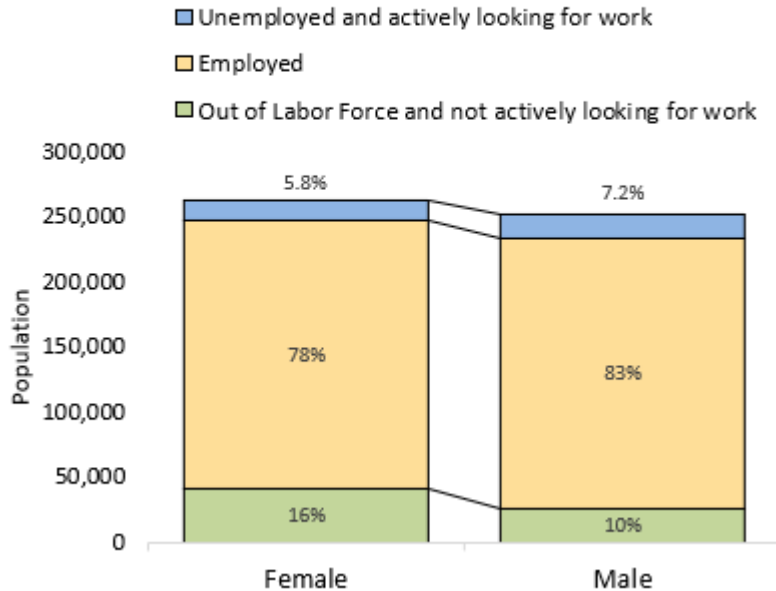
LEARNINGS FROM THE LITERATURE

- There is unmet demand for middle-skill workers.
 - In Connecticut, there are more middle-skill jobs than jobs requiring a degree
 - Inability to fill these jobs is slowing economic growth
- There is an equity opportunity in middle skill jobs
 - Women and people of color are over-represented in low-paying jobs
 - Immigrants are often underemployed and their skills are not being utilized
 - Federal investment in job creation tends to focus on male-dominated fields

LABOR FORCE PARTICIPATION AND UNEMPLOYMENT RATES: MALE VS. FEMALE

POPULATION AGED 20-64 YEARS

Labor Force Participation and Unemployment Rates
Population aged 20-64 years



Labor Force Participation Rate

In Greater New Haven, the Labor Force Participation Rate (LFPR) is 65.2%, or 464,000 individuals. This is higher than Connecticut (64.2%) and the nation (62.5 %).

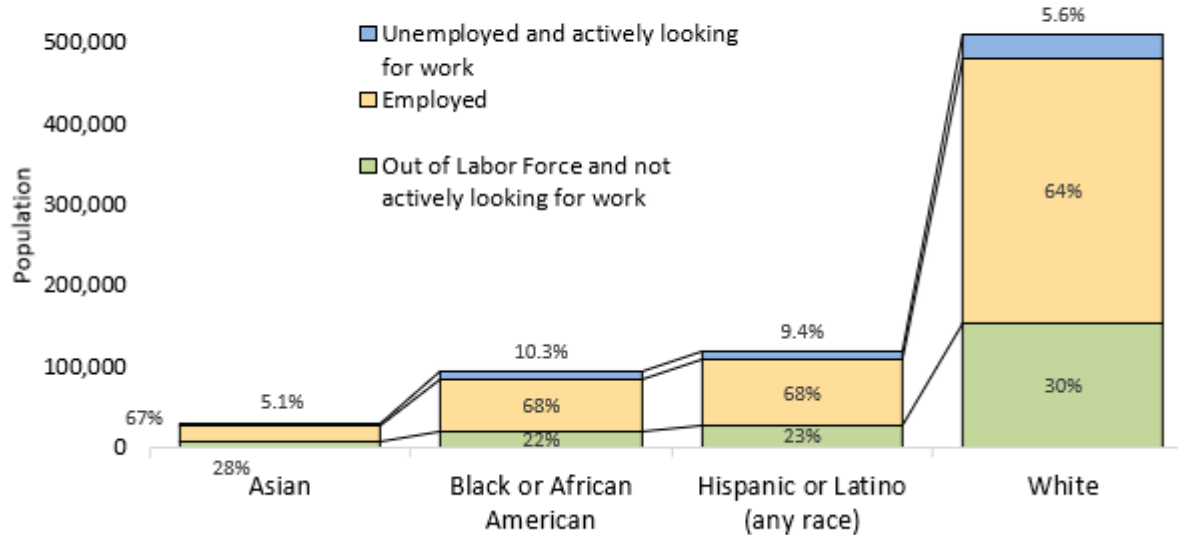
Individuals can be out of the labor force for both positive (such as retirement) and negative (such as not being healthy enough to seek work) reasons.

Women are more likely than men to be out of the labor force altogether.

LABOR FORCE PARTICIPATION AND UNEMPLOYMENT RATES: RACE/ETHNICITY

POPULATION AGED 16 YEARS & UP

Labor Force Participation and Unemployment Rates
Population aged 16 years and up

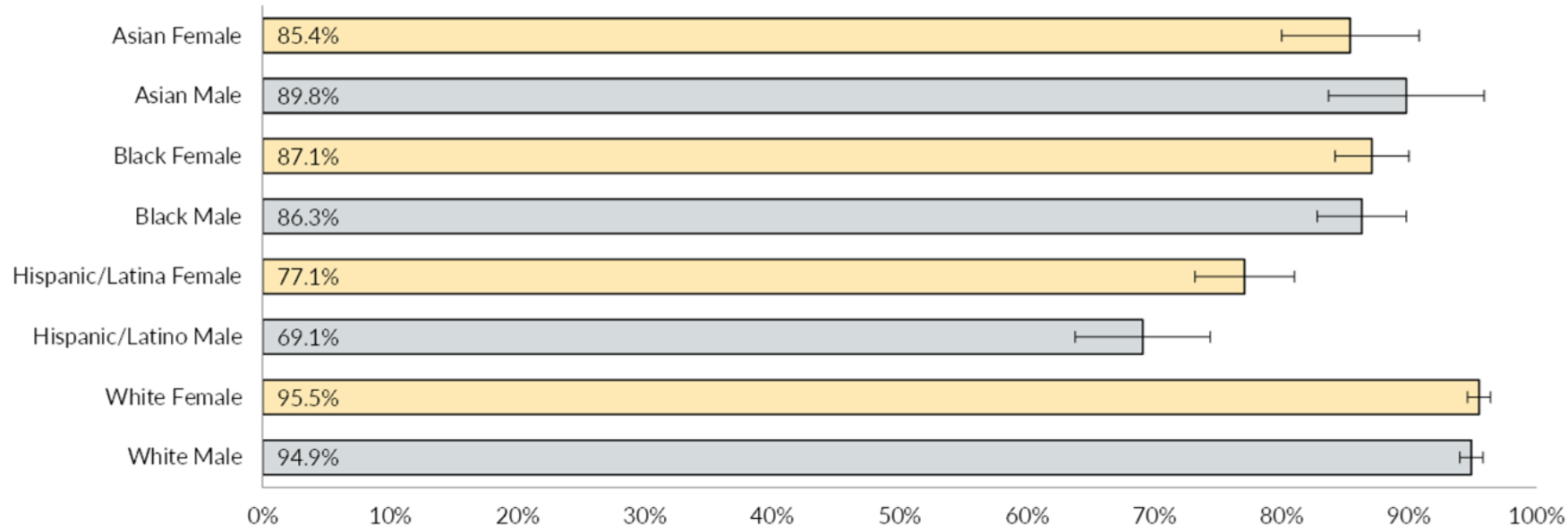


Unemployment

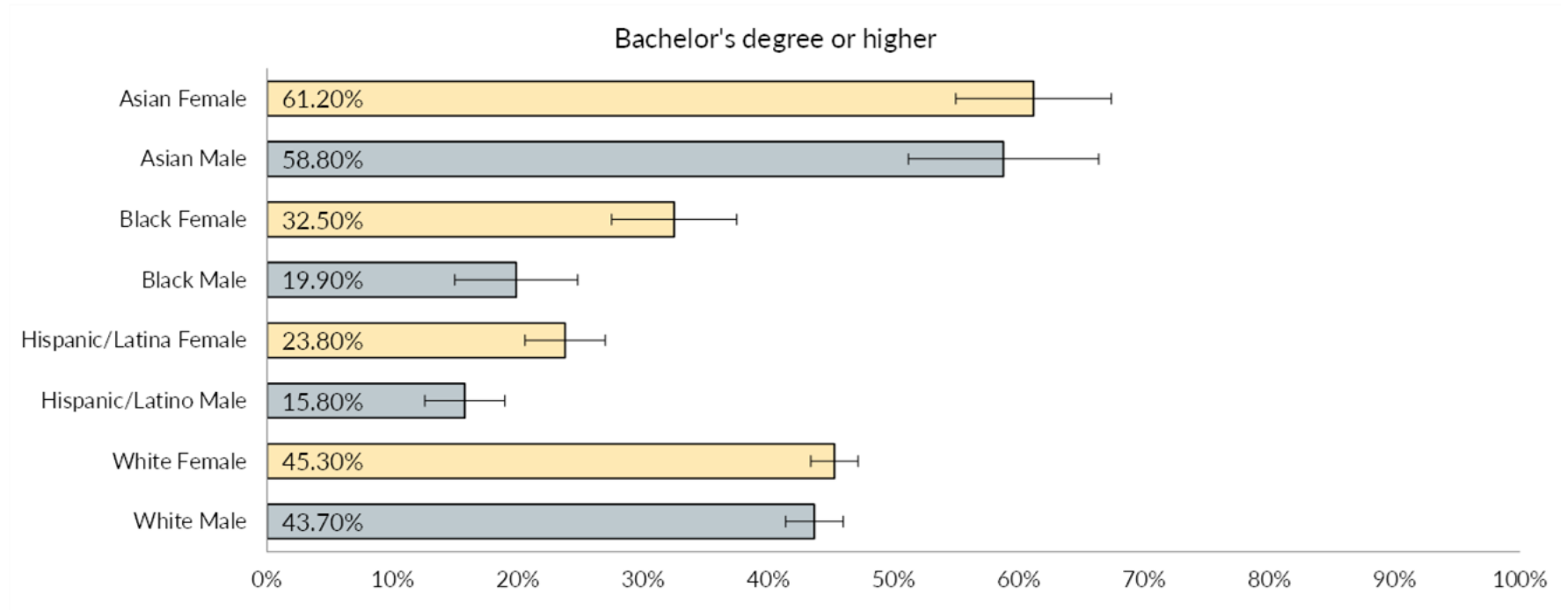
The unemployment rates for Black/African-Americans and Hispanic/Latinos are 10.3% and 9.4%, respectively

LATINO/HISPANIC MEN ARE LEAST LIKELY TO BE HIGH SCHOOL GRADUATES

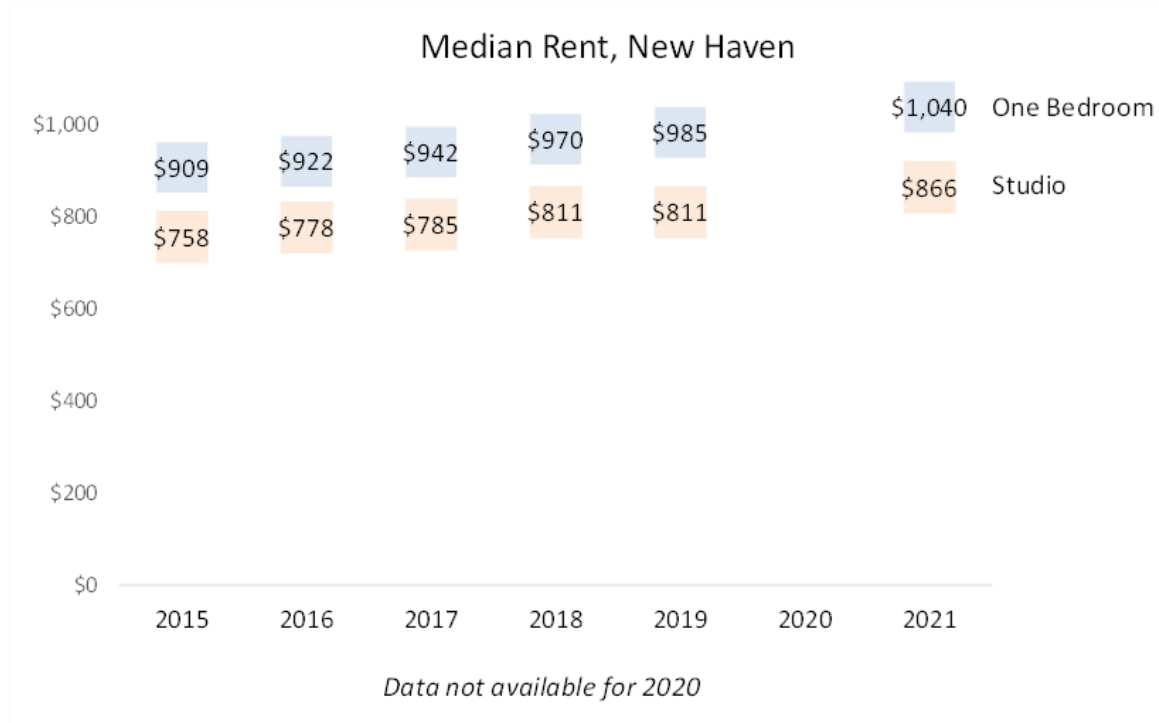
High school graduate or higher



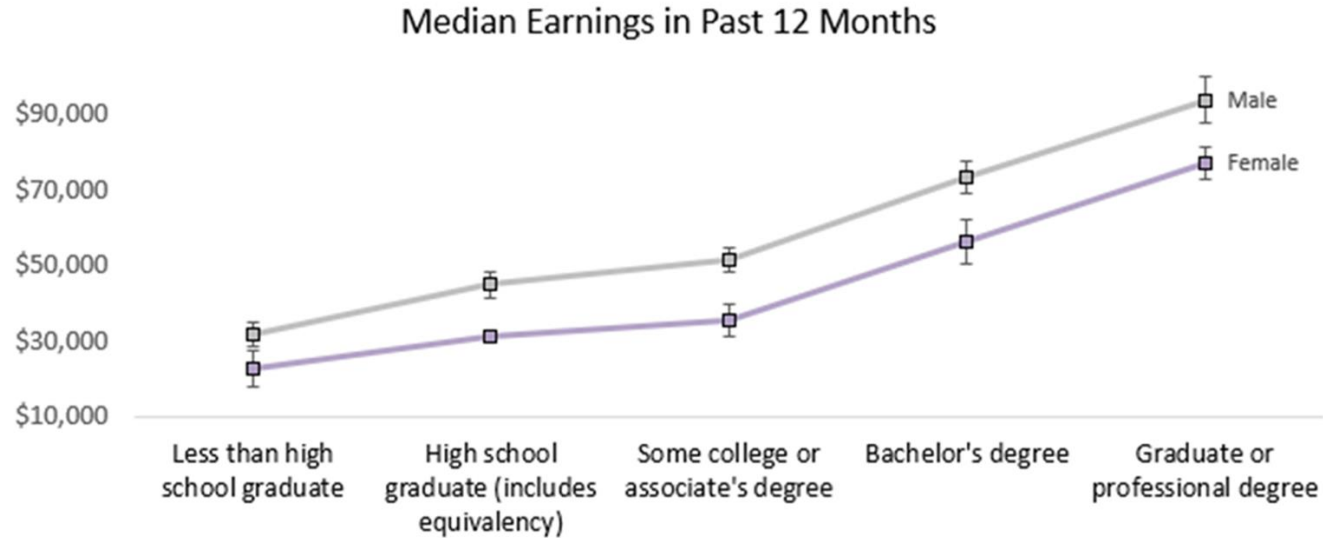
ASIANS & WHITES ARE MORE LIKELY TO HAVE COLLEGE DEGREES THAN BLACKS & LATINOS



THE COST OF LIVING IS INCREASING IN NEW HAVEN-MILFORD METROPOLITAN STATISTICAL AREA (MSA)



PEOPLE WITH HIGH SCHOOL DIPLOMAS & COLLEGE DEGREES HAVE HIGHER EARNINGS



GROWTH INDUSTRIES & OCCUPATIONS

PART TWO

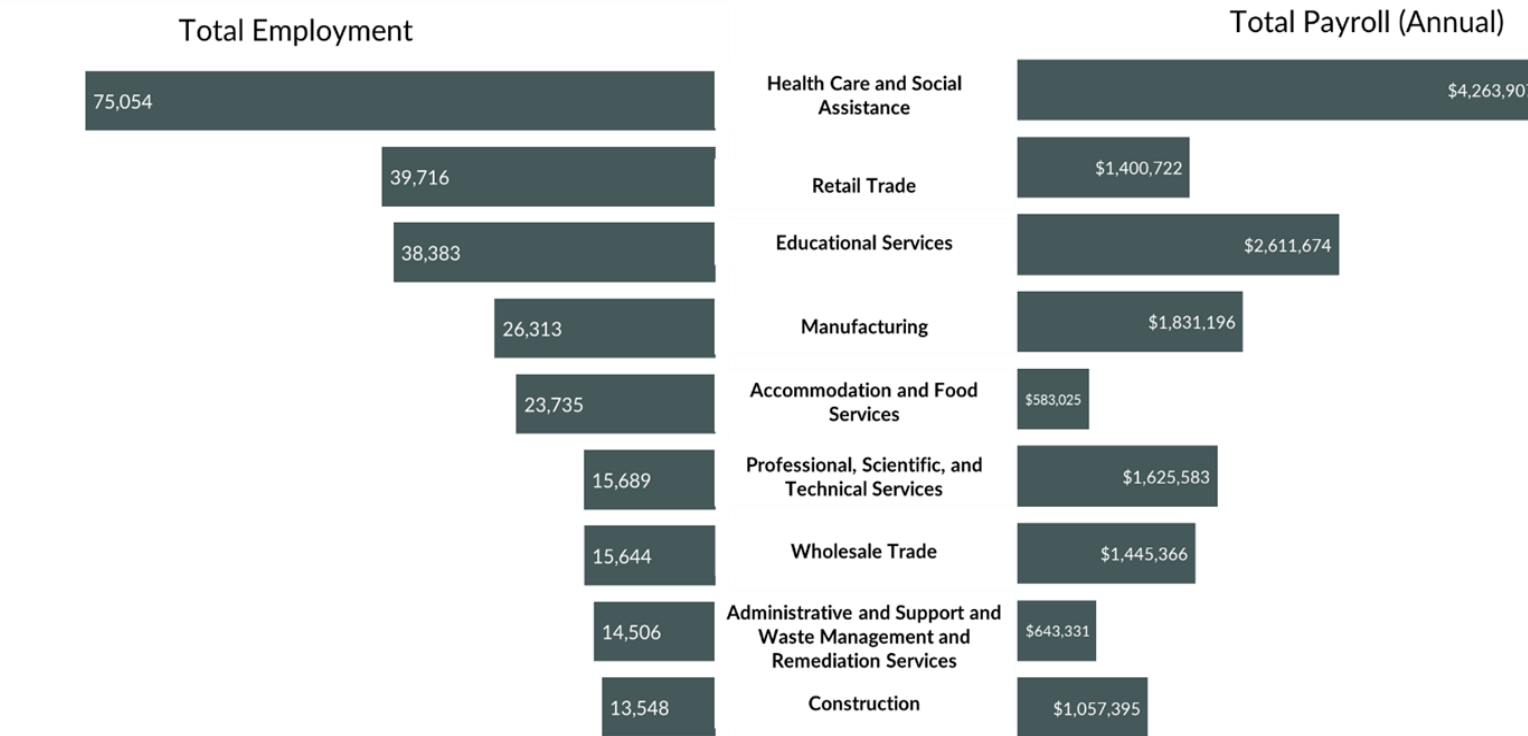
THE LARGEST EMPLOYERS IN THE GREATER NEW HAVEN REGION ARE IN HEALTHCARE AND MANUFACTURING

Employer	Industry	Employed
Bozzuto's Inc.	Distribution Centers (Wholesale)	1,000 - 4,999 employees
LATICRETE International Inc.	Manufacturing (Tile/Ceramics)	1,000 - 4,999 employees
Masonicare Health Center	Health Care Management	1,000 - 4,999 employees
Medtronic Inc.	Retail Wholesale (manufacturing)	1,000 - 4,999 employees
Veterans Administration Connecticut Healthcare System	Health Care Management	1,000 - 4,999 employees
Yale New Haven Health System	Health Care Management	5,000 - 9,999 employees*

*YNHH has approximately 14,984 employees, including 5,456 medical staff.
 2023 Employers by Region (South Central WIOA), Labor Market Information from the Office of Research, Connecticut Department of Labor



THE LARGEST NUMBER OF JOBS IS IN HEALTHCARE



GROWTH INDUSTRIES IN CONNECTICUT

	June 2022-June 2023		June 2021-June 2022	
Industry	New Jobs	Rate percent	New Jobs	Rate percent
Leisure and Hospitality	5,500	3.7%	12,800	9.5%
Manufacturing	1,100	0.7%	7,600	5.0%
Information	-100	-0.3%	400	1.3%
Construction	-500	-0.8%	600	1.0%
Trade, Transportation and Utilities	300	0.1%	5,600	1.9%
Educational and Health Services	9,300	2.7%	2,800	0.8%
Professional and Business Services	2,800	1.3%	5,200	2.4%
Government	5,000	2.2%	-1,200	-0.5%

TARGET OCCUPATIONAL GROUPS: HEALTHCARE

2021 National Employment Matrix title	SOC Code	Typical education needed for entry	Work experience in a related occupation	Typical on-the-job training	Hourly Mean	Total employment (New Haven MSA)	10 year change (CT)
Surgical technologists	29-2055	Postsecondary nondegree award	None	None	\$31.97	310	6.6%
Licensed practical and licensed vocational nurses	29-2061	Postsecondary nondegree award	None	None	\$28.43	1580	1.0%
Medical records specialists	29-2072	Postsecondary nondegree award	None	None	\$28.18	240	-
Health technologists and technicians, all other	29-2099	Postsecondary nondegree award	None	None	\$27.50	270	6.6%

Table 5.3 Educational attainment for workers 25 years and older by detailed occupation, 2018-2019, Bureau of Labor Statistics
2020 - 2030 State of Connecticut Occupational Projections, Office of Research, Connecticut Department of Labor

Note on Information Technology occupations

- IT occupations are represented in every industry
- IT jobs are generally low-pay or high-pay and requiring a degree

TARGET OCCUPATIONAL GROUPS: BIOSCIENCE/BIOMEDICAL

2021 National Employment Matrix title	SOC Code	Typical education needed for entry	Work experience in a related occupation	Typical on-the-job training	Hourly Mean	Total employment* (New Haven MSA)	10-year change (CT)
Ophthalmic laboratory technicians	51-9083	High school diploma or equivalent	None	Moderate-term on-the-job training	\$26.24	120	23.9%
Opticians, Dispensing	22-2081	High school diploma or equivalent	None	Apprenticeship	\$32.03	429	15.40%

*Total employment is number of people in that job

TARGET OCCUPATIONAL GROUPS: MANUFACTURING

2021 National Employment Matrix title	SOC Code	Typical education needed for entry	Work experience in a related occupation	Typical on-the-job training	Hourly Mean	Total employment (New Haven MSA)	10-year change (CT)
Machinists	51-4041	High school diploma or equivalent	None	Long-term on-the-job training	\$25.31	1070	14.3%
Heavy and tractor-trailer truck drivers	53-3032	Postsecondary nondegree award	None	Short-term on-the-job training	\$25.21	3160	13.2%

WHAT WE LEARNED

HIGHLIGHTS FROM INTERVIEWS AND LISTENING SESSIONS

PART THREE

A DEEPER UNDERSTANDING OF THE WORKFORCE ECO-SYSTEM

Within the workforce eco-system, the following were interviewed:

Workforce Development

- City of New Haven
- CT Center for Advanced Technology (CCAT)
- CT Dept of Labor
- Governor's Workforce Council
- Greater New Haven Chamber of Commerce: Regional Sector Partnerships [RSPs]
- Office of Manufacturing
- Office of Workforce Strategy
- Workforce Alliance
- The Workplace, Inc.

Community-Based Organizations

- Christian Community Action
- Community Action Agency of New Haven
- ConnCAT
- District Arts & Education
- EMERGE
- IRIS [Integrated Refugee & Immigrant Services]
- Job Corps New Haven
- MATCH [Manufacturing and Technical Community Hub]
- New Haven Hiring Initiative
- New Haven Promise
- ReadyCT

Schools

- Biopath at SCSU
- DCI Resources
- Emmett O'Brien Tech

Employers

- Anomatic Corporation
- Edgewell Personal Care
- Modern Plastics
- Penn Globe

Job Seekers

- IT trainees
- Opportunity Youth
- Refugees
- Returning Citizens
- Women


WORKFORCE DEVELOPMENT: WHAT WE LEARNED (PART ONE)




Marketing

There continues to be a disconnect between those seeking employment, training opportunities, and employers seeking employees.

IT is a rapidly changing field. Some training programs are challenged with preparing individuals for employment that pays a living wage.



IT training
has its
challenges



Wraparound
services are
critical

Case management can serve as supplemental support while individuals focus on gaining skills for future employment.

WORKFORCE DEVELOPMENT: WHAT WE LEARNED (PART TWO)

Training programs are not full. There is speculation that job seekers have joined the Gig economy (UBER, DoorDash). Some individuals who were interviewed shared their aspirations of starting their own business.

**Gig
Economy**

**Transportation
& Housing**

Many employers are in the suburbs where transportation is lacking; job seekers who cannot afford to live in the suburbs or do not have a car are limited to where they can work.

NONPROFITS OFFERING TRAINING PROGRAMS: WHAT WE LEARNED

- Wraparound services are critical to trainee success
- Language barriers limit access to training
- Educating job seekers to job search effectively is critical
- Cultural factors and discrimination impact job seekers
 - People of color continue to experience discrimination because of their race or appearance (e.g., being overweight).
 - Past offenders are discriminated against because of their past.
 - Employers must consider developing workplace models that are supportive of people of color and traditionally underserved individuals.
- Benefits cliffs prevent workers from accepting employment or advancing

IMMIGRANTS & REFUGEES: WHAT WE LEARNED

Language barriers

Not being able to speak, read or write English is a barrier to low and high paying jobs.

Education

International college degrees or credentials are not recognized.

Discrimination

Employers lack trust in individuals from middle eastern countries.

Lacking a network

Having no or a limited professional network makes it difficult to learn about job openings.

Lots of training

In addition to skill training, refugees must learn all our systems (e.g., transportation, obtaining employment, healthcare, and the educational).

Flexibility

Refugees with larger families require a caretaker at home, making it challenging for women to find work due to the needed flexibility.

Benefits cliff

The rise in food and housing costs has elevated the fear of losing benefits; they risk being unable to support themselves and their family.

Childcare

Childcare is a new experience, as some countries do not have childcare systems where children are cared for by strangers.

IT TRAINEES: WHAT WE LEARNED

Job search challenges

Sending a resume does not always yield a response; many never hear back from the employers.

Job requirements

Job requirements are numerous for some roles, discouraging job searching.

Lack of experience

"Almost impossible to get a job without experience."

Internships

"IT internships are necessary for hands-on experience."

Employment gaps

Employment gaps can be challenging. Employers always want to know why there is a gap in someone's resume.

Location

There may be IT jobs, but many are far from their home.

Additional training

There is a need for continued training and obtaining additional certifications.

Growth opportunities

The opportunity to grow is essential even if it means starting at a lower wage.

WHAT WE LEARNED: OPPORTUNITY YOUTH

Discrimination

Experience discrimination against their race and age.

Wages

There are a lot of low-wage jobs but find themselves underqualified for higher paying jobs.

Transportation Jobs are located in places where transportation is a barrier.

Mental Health

Youth experience stress, anxiety and depression. Don't feel they can advocate for themselves.

RETURNING CITIZENS: WHAT WE LEARNED

Impacted by their past

Employers tend not to hire individuals with a criminal history without consideration for all they have done since then to improve their life.

Job search

The best way to get a job is to know someone that works at the company so that person can vouch for them.

Cost of living

Given inflation and the cost of rent and food, there is often a need for earning additional income.

Transportation

Transportation is a huge barrier, especially during second and third shift. The responsibility of transportation should rest with the employer.

No retirement

Individuals incarcerated for a long time are not eligible for social security benefits due to lack of employment, resulting in elderly individuals having to work and being unable to retire.

One part of their story

Former offenders are people too and have a heart. Consider everything about the person, especially their desire to change their life. Their incarceration is only one part of the story.

Lack of skills

The longer someone has been incarcerated the less skills they have. Training is critical.

Mental health

Mental health needs addressing so that individuals can heal from past trauma.

WOMEN: WHAT WE LEARNED

Mental Health presents challenges

Mental health can make it challenging to pursue and retain employment; people are living with trauma.

Bias against medical cannabis

Medical cannabis is frowned upon. When employers learn about a potential candidate's cannabis use, there is often no follow-up from the employer.

Need multiple jobs

To make a livable wage, individuals must work multiple jobs.

Job searching is discouraging

Applying for jobs is discouraging; employers do not return calls, and when you call, you never get the same person. Email does not yield a response either.

Discrimination

Experience discrimination around race, weight, tattoos, eyelashes. "If you do not look like them, they don't like you."

Unpaid trainings

Trainings that do not pay are difficult because individuals need money now.

Values alignment is important

When the company's values do not align with yours, it gets hard to work there.

Paperwork is burdensome

Complicated processes, needing specific paperwork not easily accessible often means that's the end.

EMPLOYERS: WHAT WE LEARNED

Retention

Retention is a concern; high turnover minimizes the investment made in training.

Managing expectations

Companies do not have enough pathways for every employee; therefore, managing expectations is a must.

Different workforce

Today's workforce and their needs creates challenges for employers. Jobseekers are "naming their price."

Mental health issues

Employers are recognizing the increase in mental health issues among employees.

Leverage funding

Some employers take advantage of the state workforce funding for apprenticeships to leverage attracting talent.

Double-edged sword

Apprenticeships can be a double-edged sword; sometimes an apprentice could be earning more than the current staff.

Cost of living

The cost of living detracts individuals from moving to CT and has encouraged individuals to relocate.

Mismatched skills

Jobseekers find themselves mismatched with a job/position.

IMPLICATIONS OF BENEFITS CLIFF

Benefits cliffs (the “cliff effect”) refer to the sudden and often unexpected decrease in public benefits that can occur with a small increase in earnings.

Implications of the cliff include:

**Financial
insecurity**

**Workforce
disincentives**

**Poverty
traps**

“[Cliff effects] can discourage people from taking on new work or getting promoted along a career pathway, It's keeping people out of the labor force.”

--Colleen Dawicki,
Federal Reserve Bank of Boston

PROMISING PRACTICE: EARNED INCOME TAX CREDIT

The SpringfieldWORKS/Western Massachusetts Economic Development Council has developed a pilot to address Cliff Effects in Massachusetts.

- 3-year pilot
- Uses \$1M in ARPA funds to make families whole for lost benefits

For example, say a family's total financial resources, including public assistance, is \$40,000. Then, a small raise at work leads to a drop in public benefits, and their total financial resources drop to \$35,000. The program would pay out \$5,000 to get the family back to their starting point.

PROMISING PRACTICES & CASE STUDIES

PART FOUR

BEST PRACTICES

Employer partnerships

Employers, educational institutions, and training providers working together to develop curricula and programs tailored specific for industry needs. Employers provide input on the skills and competencies that are most important to ensure training programs are relevant and effective.



Stackable credentials

Stackable credentials refer to the practice of earning multiple certifications, with each credential building on the knowledge and skills acquired in previous training programs. The goal of stackable credentials is to create a pathway for workers to advance in their careers and obtain higher-paying jobs.

Paid training

Paid training to support workers in obtaining middle skill jobs. By providing financial support for training, employers can help to remove some of the financial barriers that may prevent workers from pursuing training opportunities.

CASE STUDY: Pathways to Healthcare, Virginia Commonwealth University Health System, Richmond VA

PROGRAM OVERVIEW

Pathways to Healthcare is a workforce development initiative started in 2018 designed to prepare Richmond residents for employment in a healthcare industry. Once employed, the program provides active support to workers to retain their positions and provides opportunities for workers to continue their education.

WHAT STANDS OUT: MENTORING

One of the unique features of the Pathways to Healthcare program is its emphasis on providing students with the support and resources needed to overcome barriers to success. Their staff provide one on one career coaching to new hires to ensure that workers can retain their employment for the first year. This involves actively mentoring workers and providing a source of support for them and their managers as they manage the transition to full time employment.

PROGRAM RESULTS

The Pathways program places approximately 60 students per year in positions in VCU Health.



CASE STUDY: BioLaunch, New Haven, CT

PROGRAM OVERVIEW

BioLaunch is a workforce training program designed to train and prepare New Haven residents for a career in the region's growing biotechnology industry. Launched in 2023, the program prepares individuals for careers as technicians in biotechnology, life sciences laboratories, or research programs. During the six-month program, students are provided with a monthly stipend in addition to childcare and transportation support.

WHAT STANDS OUT: PARTNERSHIPS

A TRILOGY FOR SUCCESS

Founder, Craig Crews, Ph.D. uses the metaphor of three legs of a stool to describe BioLaunch's approach: (1) developing a program influenced by industry needs and partners motivated to solve its workforce development challenges, (2) partnering with workforce development experts to design a successful curriculum and program, (3) offering training in a state-of-the-art laboratory, centrally located in Downtown New Haven.

AMENDABLE HOURS

The training program runs Monday through Friday from 8:30 am - 2:30 pm, a schedule that is comparable with children's school hours, allowing caretakers to be home in time for their children's arrival from school.

PROGRAM RESULTS

The program intends to train two cohorts of 15 participants annually.



CASE STUDY: MATCH¹, New Haven CT

PROGRAM OVERVIEW

MATCH is specifically designed for individuals who have experienced barriers to employment, including immigrants, women, re-entering citizens, and unskilled individuals. It is also designed to allow a trainee to explore where their interests fit best through on-the-job training; in other words, if a certain position or operation does not seem like the right fit, trainees will be able to learn other machines or operations until they can find the best match.

WHAT STANDS OUT: MATCH intends to address the myriad of challenges faced by today's workforce, such as:

Transportation & Location: The training/manufacturing facility will be located on one of the most traveled bus lines.

Family Friendly Schedules: Individuals will train for 25 hours per week, enabling caretakers to be home in time for the arrival of school-aged students.

Transcending Language Barriers: MATCH will offer translators, bi-lingual instructors, and on-site ESL classes.

Industry Led Training: Instructors are current manufacturing experts.

Comprehensive Supports: MATCH will collaborate with local nonprofit organizations that offer resources making the facility a “one-stop shop” for resources, training, and job opportunities.

PROGRAM RESULTS

The program will launch in the fall 2023 and currently has 50 individuals on the waitlist.

¹Manufacturing And Technical Community Hub



TRACKING CHANGE

PART FIVE

POPULATION LEVEL METRICS

The following metrics can be used to track change over time.

- Labor force participation rate by race and gender
- Unemployment rate
- Indicators of underemployment: % involuntarily part time

RECOMMENDATIONS

RECOMMENDATIONS: WORKFORCE DEVELOPMENT ECOSYSTEM

PART ONE



Develop a robust marketing strategy that reaches everyone.

BACKGROUND: Few job seekers we spoke with mentioned any training programs offered by the Workforce Investment Boards, nonprofit organizations, or the new opportunities the Governor's Workforce Council and the Office of Workforce Strategy set forth.



Strengthen collaborations between employers and training organizations.

BACKGROUND: Job seekers, training programs, and employers all reported that there are no guaranteed jobs once an individual completes training. This has left training graduates discouraged and takes training programs and employers "off the hook."



Develop networking opportunities.

BACKGROUND: Job seekers shared lacking a formal professional network they can go to for jobs. They expressed how difficult networking can be when you do not have a relationship with executive-level individuals.

RECOMMENDATIONS: WORKFORCE DEVELOPMENT ECOSYSTEM

PART TWO



Support jobseekers through their first year of employment.

BACKGROUND: Training programs tend to offer supportive or wraparound services during training and less support during the individual's employment. The decrease in support can be challenging. Programs extending support past the training period had greater outcomes.



Evaluate the relevance and quality of training programs.

BACKGROUND: Our interviews exposed a mismatch between industry needs and training programs. While efforts ensure training programs meet employers' current needs, job seekers and employers highlighted that more work must be done.



Invest in quality training programs that lead to employment.

BACKGROUND: Community-based organizations struggle with tracking the ratio between outreach and enrollment. This presents a vulnerability in understanding where the problems are regarding enrollment. A tracking mechanism can address some of these vulnerabilities.

RECOMMENDATIONS: EMPLOYERS

PART ONE



Reconsider the recruitment process.

BACKGROUND: All the job seekers we met reported discrimination as a barrier. Employers can use this information to examine their processes and ensure equitable practices.



Offer benefits needed by today's workforce.

BACKGROUND: Today's workforce is different compared to past generations. Changes in the economy, way of life, and our complex environment affect how individuals show up for work. To attract and retain candidates, create innovative practices that will increase trust, engagement, and loyalty.

RECOMMENDATIONS: EMPLOYERS

PART TWO



Tap into your organizational culture as a retention strategy.

BACKGROUND: Job seekers are searching for organizations that value them and whose values align with theirs. Employers reported challenges with retention. Creating a values-driven organizational culture can help with employee citizenship, thus reducing turnover.



Evaluate and address discriminatory practices.

BACKGROUND: Every group of job seekers cited discrimination as a barrier to obtaining employment. Employers should review their processes from recruitment to career progression to ensure equity across employees.

CONCLUSIONS

- There is an urgent need to connect workers with middle-skill jobs
- Opportunities exist in healthcare, manufacturing, and technology
- Training programs must be designed with close employer participation and engagement
- Employers must be creative and innovative to include marginalized workers into new fields
- Lack of care infrastructure is keeping workers, especially women, out of the labor market